



Crystal Martin - 6P1QCR <crystal.martin@gsa.gov>

Fwd: Mo

1 message

Thomas Yochim - 6P2CMEEC <tom.yochim@gsa.gov>
To: Crystal Martin - 6P1QCR <crystal.martin@gsa.gov>

Tue, Aug 30, 2016 at 10:03 AM

Here is the second email.

Thomas F. Yochim
Senior Building Manager
Office (314) 539-7316
Cell (b) (6)
"We Strive for 5"

—— Forwarded message ——

From: **Bob Soto** <bobsoto@earthlink.net>
Date: Tue, Mar 3, 2015 at 9:26 AM
Subject: RE: Mo
To: Thomas Yochim - 6PSEC <tom.yochim@gsa.gov>
Cc: robert Wagenseller <rw.urbanservicesstl@gmail.com>

Tom,

I apologize for not getting back to you sooner with a decision regarding Mo's behavior. We will be taking the next step in our disciplinary process. We will continue to counsel Mo and will not hesitate to take further action if necessary up to and including termination.

Please let me know if you have any questions or would like to discuss this further.

Thanks.

Bob Soto

Operations Manager

Urban Service Group, Inc.

Cell Phone: (b) (6)

Fax 404-315-9890

From: Thomas Yochim - 6PSEC [mailto:tom.yochim@gsa.gov]
Sent: Thursday, February 26, 2015 12:34 PM
To: Bob Soto
Cc: robert Wagenseller
Subject: Mo

Hi Bob,

Long time no talk. I hope all is well on your end. I am writing to touch base on another incident with Mo. Mo received a cold call from IRS. It appears that before going up to check the area he put overrides on 4 different heater sections. When he arrived at the tenants space there ended up being words exchanged. From what I understand he basically told the customer he didn't believe he brought in his own infrared thermometer.

Long story short: I don't know what all is true or not. What I do know is this seems to be more of a pattern with Mo. While I appreciate the efforts and irregardless of what actually happened, there are 2 errors here. First, the overrides are a problem. I'm not saying they were not needed, but the protocol is to check the space first. Second, there is no reason for any altercation with a customer.

Let me know your thoughts and how we can resolve this.

Thanks.

Thomas F. Yochim

Senior Building Manager

Office (314) 539-7316

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